

Attachment 10

Visitors Services Lost and Found SOP

VISITORS SERVICES LOST AND FOUND SOP

1.0 Policy: Hoover Dam Visitors Services (or cognizant Government Contractor) is responsible for securing, documenting and/or returning any lost or found property that is turned in.

2.0 Purpose: To ensure that every reasonable effort is made to return lost property to the rightful owner.

3.0 Scope: All personnel working within the Hoover Dam Visitors Center, Parking Garage, and appurtenant facilities (whether Government employee, volunteer, or Government Contractor employee.)

4.0 General: Visitors Services recognizes the importance of providing the best service to the visitors. Lost and found items, regardless of monetary value, may hold a special value to the owner. Visitors Services plays a vital role in assuring that every reasonable effort is made to return lost and found property to the rightful owner. This is a vital service for the visitors.

5.0 LOST ITEMS

5.1. When a visitor informs a Visitors Services employee (or Government Contractor employee) that he/she has lost an item, the employee will record the instance in the appropriate log book.

5.2. The employee will obtain at least the following information from the person reporting a lost item: (i) name, address and phone number; (ii) the date, time, and location where the item may have been lost; (iii) a thorough description of the item lost. The accuracy and completeness of this information is essential to returning found property to the owner.

6.0 FOUND ITEMS

6.1. Visitors Services employees (or Government contractor employees) who find or receive lost items will fill out the lost-and-found Form 7-2276 and will record the incident in the appropriate log book.

6.2. The Form 7-2276 is in triplicate and will be distributed as follows: (i) the white copy will stay in the book; (ii) the blue copy will be given to the finder or the person who lost the item; and (iii) the pink copy will be placed with the item.

6.3. Items that are found (or turned in) will be secured in an envelope or plastic bag (depending on the size of the item.) In order to avoid damaging an item, tape will not be affixed directly on any item.

6.4. The Visitors Services employee (or Government contractor employee) who finds or receives a lost item will gather and record at least the following information: finder's name, address and phone number and the location of where the item was found.

6.5. If a purse, wallet or similar item is found (or turned in), the contents must be thoroughly and completely inventoried. An itemized list of the contents must be

recorded on the lost-and-found report form. During such an inventory, a second person must witness the procedure (the witness' name will be noted on the lost-and-found report.)

6.6. When the lost-and-found report is completed, the incident will be recorded in the appropriate log book.

7.0 RETURNING PROPERTY

7.1. When a report of a lost item is received as above in section 5.0, the Property Officer will inspect the lost-and-found log to see if the item has been turned in (being sure to inspect the log entries both a few days before and after the date the item is reported lost.)

7.2. If the item has been found or turned in, the Property Officer will return it to the rightful owner either:

(i) in person if the visitor is still on site. The owner must print his/her name and then sign for receipt of the item; or

(ii) by mail, after the owner has signified in writing that he/she wants the property returned (items may be returned via registered or certified mail in a government envelope or carton, postage paid, if postage is \$15 or less.)

7.3. In the event that the owner does not claim an item within the 60 day holding period, the item will be returned to the finder using the procedure outlined in section 7.2 above.

8.0 DISPOSITION OF UNCLAIMED PROPERTY

In the event that neither the owner or the finder claims an item within the 60 day holding period, the item shall be considered property abandoned to the United States. Such property shall be disposed of in accordance with part 101-48 of the Federal Property Management Regulations. Such property will be turned over to the Property Officer of the Lower Colorado Dams Facilities Office.

9.0 ADDITIONAL NOTES

9.1. Complaints or problems related to lost and found property should be directed to the Lead Guide.

9.2. Access to the lost and found storage area is strictly limited to the Property Officer and Lead Guides.